

Information Technology Board Agenda

Leading the way in enterprise-wide technology

Date: August 26, 2014 **Time:** 9:30 -11:00 am **Location:** CCB Rm 260

Chairperson: Ms. Elizabeth L.White **CIO:** Ms. Beth Howen

Minutes:

- Approval of the June 24, 2014 Meeting Minutes – Chairperson White

Status Updates:

- IT Board Business – Chairperson White
- ISA Report – Ms. Beth Howen
- ISA Financial Report – Mr. Ken Clark
- MBE/WBE/VBE 2nd Quarter 2014
- LoGO Report 2nd Quarter 2014 – Ami Guilfooy

Action Items:

- Resolution 14-21: EARC Member Appointment – Mr. Ken Clark
- Resolution 14-22: CherryRoad Technologies ERP Training Contract – Mr. Ken Clark
- Resolution 14-23: Dell Hardware WSCA Contract – Mr. Ken Clark
- Resolution 14-24: DPW Hansen Upgrade Contract – Ms. Janice Mitchell and Mr. Shawn Brock
- Resolution 14-25: EARC Funding for Nixle Mass Notification System – Sgt. Kendale Adams and Ms. Katie Carlson

Discussion Items:

- EMC Validate the Value – Ben Eble and Chris Littrell

Adjourn:

The next scheduled IT Board meeting is on September 30, 2014 at 9:30 AM in CCB Room 260

Attachments:

Contracts< \$100,000

Information Technology Board Meeting Minutes

Date: June 24, 2014 **Time:** 9:34am – 10:13am **Location:** CCB Room 260

Chairperson: Elizabeth L. White

CIO: Beth Howen

Information Technology Board Members Present:

Elizabeth L. White	Marion County Clerk	Voting Member
Jason Dudich	Controller	Voting Member
Al Stovall	Deputy Chief IFD	Voting Member
Joseph O'Connor	Marion County Assessor	Voting Member
Claudia Fuentes	Marion County Treasurer	Voting Member
Judge Joven	Marion Superior Court	Voting Member
Holli Harrington	City-County Council	Voting Member
Beth Howen	Information Services Agency	Chief Information Officer
LeAnnette Pierce	Office of Corporation Counsel	Legal Counsel

Information Technology Board Members Not Present:

Colonel Dezelan	Marion County Sheriff	Voting Member
Julie Phealon	Mayoral Appointee	Voting Member

Present: Linda Haley, Giesla Schepers, Ken Clark, Ted Shockey, Jeff Crawford, Michael Lamar, Ann Solzak, Terri Blakeman, Bob Cole, Layne Young, Lee Browne, Ed Klaunig, and Rusty Robinson.

Guests: Teresa Donsbach, Purchasing; Marv Thornsberry, DAI; Ami Guilfoy, LoGO Indiana; Jim Nelson, DAI; Bill Melind, Network Storage; Jamie Stevens, Dell; Geneva Roembke, DAI; Teresa Conroy-Roth, AXIA; Jason Sondhi, Sondhi Solutions and Jerry Minth, Sondhi Solutions.

Minutes

Approval of the May 27, 2014 IT Board Meeting Minutes

Mr. Jason Dudich made a motion to approve the May 27, 2014 IT Board Meeting Minutes and the motion was seconded by Ms. Holli Harrington and carried with assenting votes from Ms. Beth White, Ms. Claudia Fuentes, Mr. Al Stovall, Mr. Joseph O'Connor and Judge Joven.

Information Technology Board Meeting Minutes

IT Board Business

ISA Report

Good Morning Madam Chair and Good Morning Board Members!

- ***We have completed 3 projects and moved 1 project to Yellow status for schedule during the last month while all remaining projects are on schedule and budget.***
 - ***Completed:***
OMS Implementation, DEXTER Development and Conversion to Odyssey: These 3 projects are interrelated as they are a result of the Marion Superior Courts move from JUSTIS to Odyssey. The OMS application successfully went live on June 1, 2014. The DEXTER data exchanges went live on June 6, 2014. The Conversion to Odyssey went live on June 16, 2014. The move from JUSTIS to Odyssey was a very large undertaking for many parties as it introduced at least 6 new applications to City/County agencies/departments. It took a great deal of team work amongst all of the parties to get this entire collection of work completed. ISA was responsible for and/or participated in the OMS implementation, DEXTER implementation and for providing the JUSTIS data for conversion to Odyssey. These 3 projects have been completed as the new applications have been successfully implemented. We continue to support these projects as post Go Live issues are identified for resolution.
 - ***ERP Implementation, Financials Phase 2 – Accounts Receivable/iNovah expansion:*** This final component of the PeopleSoft system was set to go live at the end of June. With the movement of the PeopleSoft system back to the CCB, testing for this final module was not completed. It is expected to have this module implemented by the end of July, 2014.
- ***Additional Updates:***
 - ***LoGO Contract Renewal:*** LoGO Indiana is our contracted vendor for the City/County e-commerce portal. We have contracted with LoGO Indiana for these services since 2009. Our contract with LoGO is a self-funded model. For all services that are placed on the e-commerce portal, LoGO collects the necessary statutory fees along with portal fees. A portion of that portal fee comes back to the City/County into the EARC fund which all City and County agencies/departments can utilize for development projects that provide greater access of City/County data to the public. The remaining portion of that portal fee is what funds LoGO Indiana. The revenue generated from selling the Courts civil and criminal records online is the largest contributor to this self –funded model provided by LoGO. With the Courts move to Odyssey, we will no longer be able to sell these civil and criminal records on-line. These records were available in our JUSTIS system and available for sale on the e-commerce portal. As a part of

Information Technology Board Meeting Minutes

our agreement with JTAC, the vendor supporting Odyssey, they will provide these records to the public free of charge. As a result of the loss of the revenue generated by courts data, our self-funded model with LoGO is no longer sustainable. Additionally, our contract with LoGO Indiana expires at the end of June, 2014. Given the necessary change in our funding model and the expiration of the current contract, the EARC Committee felt the best course of action was to execute an RFP to competitively bid for our e-commerce portal services. It is our intent to place this RFP out for bid within the next 30 to 45 days. In order to ensure that our e-commerce portal remains operational during the RFP process, we will be entering into an amended contract with LoGO Indiana. This amended contract will keep our portal up and running with its current services. LoGO Indiana will not be taking on any new development projects for the portal during this period of time. At the completion of the RFP process, the EARC Committee will present its recommendation to the IT Board for final approval.

- *Proposal Internet Policy:* I distributed the new proposed Internet Policy to all of you last week for review. I will bring these materials as well as additional information to our next working board meeting for a mutual discussion.

For the month of May:

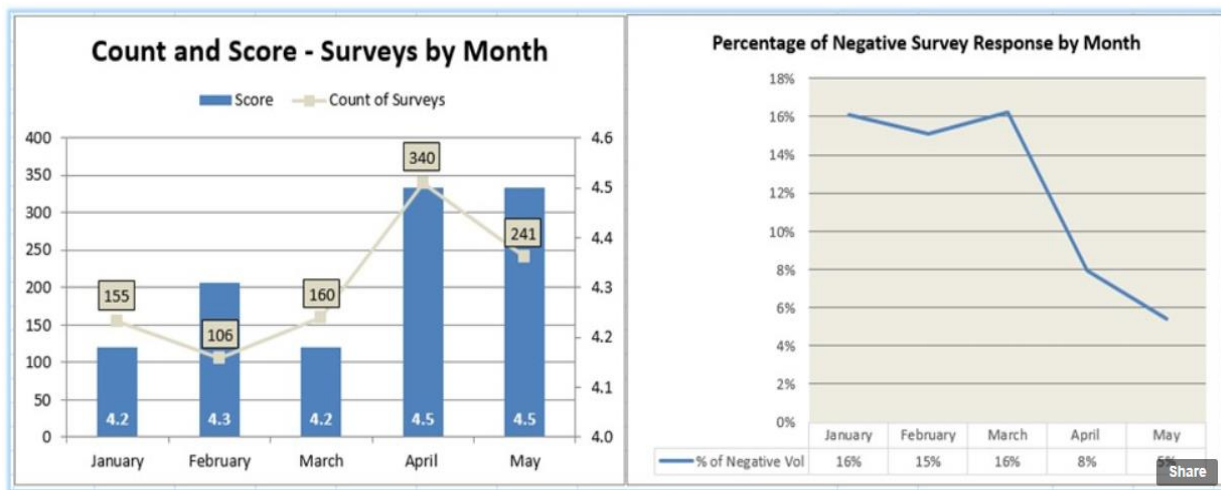
- **DAI** met all of their established SLAs.
- **Atos** met 47 of their established SLAs and missed 4. Two (2) of the 4 missed SLAs were a continuation of the prior months anomaly for an unusually high number of requests for temporary imaged and/or setup of devices for specific events. Of the missed SLAs, 3 of the 4 were missed by very small margins. Missed SLAs were as follows:

Service Level Agreement	Criteria	SLA Expected	Achieved
Deskside Priority 3 Tickets	Response within 4 hours and Resolution within 9 hours	85.00% 85.00%	100.0% 77.23%
Deskside Priority 4 Tickets	Response within 8 hours and Resolution within 12 hours	85.00% 85.00%	100.0% 84.55%
PC Setup or Reimaging: 1	1 business day	95.00%	93.68%
PC Move: 1	1 business day	95.00%	89.24%

- As a means of collecting customer satisfaction data, Atos sends out surveys after the completion of a Service Desk ticket. For the month of May, 241 surveys were returned for an overall Average Satisfaction Rating of 4.53 out of 5. Of the 241 surveys, 228 were rated as Positive and 13 as Negative. Top 5 agency Customer Satisfaction details for the Month of May:

Information Technology Board Meeting Minutes

Agency	Total Surveys	Positive	Positive %	Negative	Negative %
DPS	71	66	93%	5	7%
Courts	32	30	94%	2	6%
DPR	26	26	100%	0	0%
MCSD	16	15	94%	1	6%
OFM	13	12	93%	1	7%
DCE	13	13	100%	0	0%



ISA Financial Report

Mr. Ken Clark CFO gave an overview of the ISA Financial Report.

Total Expenses: \$31,907,737 was budgeted for 2014. \$12,507,300 was used YTD, which equals 39.2. % used overall. Total Encumbrance \$24,820,799 YTD for 2014, with 77.79% Encumbered.

Revenue: \$31,445,615 was budgeted for 2014. \$10,304,479 was received YTD, which accounted for 32.8% collected.

Information Technology Board Meeting Minutes

Action Items:

Resolution 14-18- to Authorize the Expenditure for IsilonStorage with Network Storage, Inc.

Seeking Approval of the Information Technology Board to authorize the Chief Information Officer, Ms. Beth Howen to execute all reasonable and necessary agreements on behalf of ISA for Network Storage, Inc. hardware software, maintenance, support and implementation for a total amount not to exceed One Hundred Eighty Two Thousand, One Hundred Eighteen Dollars and Ninety Five Cents (\$182,118.95).

Mr. Joseph O'Connor made a motion to approve Resolution 14-18. The motion was seconded by Ms. Holli Harrington, and the motion passed unanimously.

Resolution 14-19- to Authorize the Expenditure for Incapsulate Consulting Services

Seeking Approval of the Information Technology Board to authorize the Chief Information Officer, Ms. Beth Howen to negotiate and execute all reasonable and necessary agreements on behalf of ISA for Incapsulate consulting services for a total amount not to exceed One Hundred Sixty Six Thousand Dollars, One Hundred Twenty Dollars and Zero Cents (\$166,120.00).

Mr. Jason Dudich made a motion to approve Resolution 14-19. The motion was seconded by Ms. Holli Harrington, and the motion passed unanimously.

Resolution 14-20- to Authorize the Expenditure for Websense

Seeking Approval of the Information Technology Board to authorize the Chief Information Officer, Ms. Beth Howen to negotiate and execute all reasonable and necessary agreements on behalf of ISA for Websense maintenance and support for a total amount not to exceed One Hundred Forty One Thousand, Two Hundred Ninety One Dollars and Eighty Six Cents (\$141,291.86) through September 27, 2015.

Mr. Al Stovall made a motion to approve Resolution 14-20. The motion was seconded by Mr. Joseph O'Connor, and the motion passed unanimously.

Information Technology Board Meeting Minutes

Discussion Items:

2015 Chargeback Redesign:

Mr. Ken Clark, ISA presented the update

***PP Slides for Discussion Item (s) available for viewing in the
June 2014 IT Board Packet online at;**

<http://www.indy.gov/eGov/County/ISA/AboutUs/ITGovern/Pages/IT%20Board%20Meeting%20Materials.aspx>

Ms. Beth White adjourned the June 24, 2014 IT Board meeting at 10:13am.

The next scheduled IT Board Meeting is July 29, 2014

August 2014 ISA Project Summary Report

ISA Project Status

ISA Major Business Initiatives	
BI1 - Improve Customer Service	BI5 - Improve Quality of Service
BI2 - Improve Operation Efficiencies and Reduce Cost	BI6 - Increase Understanding of Constituent Interactions
BI3 - Increase Transparency to Citizens	BI7 - Make the Region Safer & Healthier
BI4 - Improve Neighborhoods	BI8 - Accelerate Economic Development

Project	BI	Phase	Scheduled Finish Date	Time	Budget	Scope	Overall Status
2015 Chargeback Redesign	BI2	Completed	7/18/2014	Blue	Blue	Blue	Blue
False Alarm Tracking & Reporting	BI2	Executing	7/18/2014	Blue	Blue	Blue	Blue
ERP Implementation Financials Phase 2	BI2	Executing	10/17/2014	Yellow 7/31/2014	Green	Green	Green
DPW Traffic Signal Network System Upgrade	BI5	Executing	12/31/2014	Green	Green	Green	Green
Windows 7 & Office 2010 Enterprise Migration	BI2	Executing	10/31/2014	Green	Green	Green	Green
PC Refresh 2013	BI2	Executing	8/31/2014	Yellow 7/31/2014	Green	Green	Green
Voter Information Portal Enhancements	BI5	Executing	12/31/2014	Green	Green	Green	Green
Tablet Pilot	BI2	Executing	9/30/2014	Green	Green	Green	Green
Enterprise WiFi (Private & Public)	BI5	Executing	3/31/2015	Green	Green	Green	Green
Exchange 365 Upgrade	BI5	Planning	10/30/2014	Green	Green	Green	Green
Mobile Device Management Pilot	BI5	Executing	9/30/2014	Yellow 7/21/2014	Green	Green	Green
Siebel to Salesforce Migration (MAC)	BI1	Executing	TBD	Green	Green	Green	Green
Marion County Property Card Assessor's Portal	B15	Executing	8/15/2014	Green	Green	Green	Green

Note: The keys for these categories are located on the last page of this report.

August 2014 ISA Project Summary Report

Current Project Summary Descriptions

2015 Chargeback Redesign

This project will define the 2015 ISA Service Catalog and design the new chargeback model for applications within the enterprise. The new model will utilize ISA's consumption data and provide more usage-based pricing for ISA customers in 2015.

DPW Traffic Signal Network and System Upgrade

ISA will assist DPW Engineering's upgrade of the traffic signal network and signal management system. The project has three major components: network devices at intersections and in the ISA data center, fiber optic cable under City streets, and traffic signal monitoring software. The network will be supported by DPW and ISA. The estimated project completion date has been revised to December 2014.

Exchange Upgrade

ISA will be upgrading the Exchange system to a more current release. This new release will offer us new functionality and flexibility that currently does not exist in our environment today.

Enterprise WiFi (Private & Public)

ISA is conducting an assessment to bring an enterprise class private and public WiFi solution into the City County Building (and potentially campus locations). After completion of the assessment and determination of final solution, we will begin communication to the enterprise as well as implementation of the solution.

ERP Implementation – Multiple Phases

We are implementing the final phase of the 3-year Enterprise Resource Planning (ERP) project. Accounts Receivable will be the last module implemented into PeopleSoft. This module includes an interface for Cash Management.

False Alarm Tracking & Reporting

Develop a new application to replace the IMPD legacy application developed in VB 6 to track, monitor and report on false alarm runs. Add the functionality necessary to allow IFD to track their false alarm runs as well. Accurate tracking and reporting of these runs could result in significant revenue for the respective departments. This project will be deployed in multiple iterations using the agile methodology. IFD's

component will be developed first while the current IMPD application is analyzed and reengineered.

Marion County Property Card Assessor's Portal

This project will add the Property Card containing Marion County property assessed values to existing "GIS – Public facing application" which currently provides other parcel property information.

Mobile Device Management (MobileIron) Pilot

ISA is working to execute a mobile device management platform pilot using an application called MobileIron in the environment. This application will enable ISA with a toolset to manage wireless devices with better efficiency as well as enhancing the user experience. This pilot will last for duration of 120 days.

PC Refresh 2013

ISA is committed to refreshing the City/County technology on a consistent basis to ensure our customers are provided with the technology that will allow them the greatest opportunities to do their work in a speedy and cost effective manner. This project is to upgrade our end-user devices to keep current with new technologies. The refresh for 2013 will encompass the devices that were not refreshed in 2012 and the majority of the devices that are due in 2013.

Siebel to Salesforce Migration

ISA will be replacing the MAC's current Call Center application (Siebel), with a new platform, and application, Salesforce.com. This will replace the aged and underutilized Siebel system, with a more robust and agile application better fitting the needs of The MAC. Salesforce.com platform will allow faster development of future application requests by other departments as well

Tablet Pilot

ISA will be conducting a tablet pilot with multiple agencies/departments within the enterprise to see if tablets are a viable device for mobile and/or field employees. This pilot will be conducted over approximately 120 days with consistent monitoring and feedback from the pilot users. At the end of the pilot, ISA will provide the pilot findings along with any

August 2014 ISA Project Summary Report

established guidelines and/or policies, if needed, for continued use of tablets in the enterprise.

Voter Information Portal Enhancements

This project will provide updates to the VIP as requested by the customer. Enhancements have been requested to both the public-facing application as well as the internal data maintenance application.

Windows 7 & Office 2010 Migration

ISA is committed to refreshing the City/County technology on a consistent basis to ensure our

customers are provided with the technology that will allow them the greatest opportunities to do their work in a speedy and cost effective manner. This project will upgrade our current desktop environment to include Windows 7 for the operating system, Office 2010 for the office suite and Internet Explorer 10 for the web browser. Over the last year, ISA has been working directly with Microsoft to evaluate best practices and standards for this migration as well as create an implementation plan.

Current Project Status, Milestones & Issues

2015 Chargeback Redesign

- Submitted initial 2015 IT Chargebacks to customers
- Submitted initial 2015 IT Chargebacks to OFM
- Finalized 2015 IT Chargebacks for customers

DPW Traffic Signal Network and System Upgrade

- This project has been delayed. When a revised schedule is available, the Status will change from Red to Green.
- DPW and ISA have drafted a support process.

Upcoming Milestones

- ISA will provide chargeback costing for the support process.
- Traffic signal controller upgrades and fiber repairs should be completed by the end of July.
- Network devices will be deployed during August.

Exchange 365 Upgrade

- SOW, Terms and Conditions agreed upon and signoff by Microsoft completed.
- Final signoff by City and ISA completed.
- Federated Server ordered and in route to ISA datacenter.
- Risks and Mitigation report being developed and defined
- Desktop evaluations underway

Upcoming Milestones

- Migration bandwidth testing
- Federated Server configured

- Federation links with vendors set
-

Enterprise WiFi (Private & Public)

- Rough Order of Magnitude document was delivered to ISA and approved
- Statement of Work document has been delivered to ISA

Upcoming Milestones

- Process and approve Statement of Work
- Begin scheduling days for building survey to begin

ERP Implementation

- Accounts Receivable-iNovah expansion into the Auditor's office for cash collection and interface into Accounts Receivable.

Upcoming Milestones

- *Initial UAT testing was initiated.*
- *Go Live for this module is expected in October 2014.*

False Alarm Tracking & Reporting

- Release Iteration I (IMPD)
- Application was released for "Soft Parallel Production".

Upcoming Milestones

- Make portal available to vendors.
- Coordinate with T2 Systems testing of automated letters.
- Begin Iteration II (IFD)

August 2014 ISA Project Summary Report

Marion County Property Card Assessor's Portal

- Design/Requirement gathering meeting was held on July 1st, 2014. It was agreed there will be two interfaces developed which will show/provide Property-card information for City/County constituents.
 1. Map-centric application, property cards will be added to the existing public facing GIS "MapIndy" application.
 2. A non-map centric application which will be linked from the Assessors home page. A working preliminary application prototype with place holder for property cards was provided to the Assessors while they are waiting for data access to the property cards.

Mobile Device Management (MobileIron) Pilot

- Mobile Iron appliances have been deployed and configured
- Internal device testing with system has begun

Upcoming Milestones

- Begin adding user devices to system
- Test functionality with user devices and enterprise network

PC Refresh 2013

- 3400 Workstations Deployed
 - ISA / DAI / NG
 - Courts
 - Assessor
 - Surveyor
 - Controller
 - DCE
 - Community Corrections
 - Probation
 - MCSO- (Sheriff)
 - Homeland Security
 - Task Force One
 - Public Defender
 - OFM-HR
 - OFM-Purchasing
 - Mayor's Office
 - Election Board
 - Auditor
 - City County Council

- Clerk
- DMD
- Audit and Performance
- DPW
- Forensics
- Treasurer
- IMPD Latent Print
- Prosecutor

- Continue to address the challenges of unknown and/or unlicensed software deployed within the environment.

Upcoming Milestones

- Visit each agency to document software installed on old assets prior to refresh
- Deploy a system into each agency for testing and approval prior to general deployment to the agency
- Identify any one-off application software that will need to be installed after the deployment

Siebel to Salesforce Migration

- Implementation vendor selected
- Application modules selected
- Contract fully executed
- Working sessions scheduled for requirements gathering to be held week of 8/25
- Team fully assembled and kickoff meeting held.

Tablet Pilot

- Tested multiple tablets for final selection of the pilot device.
- Established criteria for pilot metrics.

Upcoming Milestones

- Final selection for pilot device.
- Schedule agency/department meetings for project kickoff.
- Complete testing of selected pilot device.

Voter Information Portal Enhancements

- Assessing feasibility of requested enhancements
- Commenced Development
- Completed Development
- Initiated Testing

Upcoming Milestones

- Complete Testing
- Production Deployment

August 2014 ISA Project Summary Report

Windows 7 & Office 2010 Migration

Upcoming Milestones

- Integrate this project with the deployment of the 2013 PC Refresh Project.

Vendor Performance

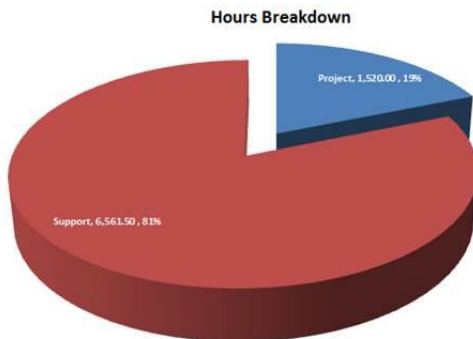
Atos: Atos met 47 SLAs and missed 4 for the month of July. The Infrastructure Services ticket counts follow:

	<u>Opened</u>	<u>Resolved</u>	<u>%</u>
July	5,160	5,123	99.3%

DAI: DAI met all of the established SLAs for the month of July. The Application Services ticket counts follow:

	<u>Opened</u>	<u>Resolved</u>	<u>%</u>
July	616	669	108.6%

Application Services Hours – July 2014



LoGO Indiana: During the month of July over 51,000 transactions were processed through the Indygov.Biz Portal. The transactions processed resulted in over \$1.2 million deposited back to City/County Agencies in statutory fees.

Project Keys

Scope Key	
VI	Vendor Issue – scope expansion due to vendor related issue
TI	Technical Issue – scope expansion due to technical related issue
RI	Resource Issue – scope expansion due to resource related issue such as resource availability
SC	Strategic Change – scope expansion due to change in strategic direction
BC	Business Change – scope expansion due to change in business or business process

Status Key	
Blue	Project has been completed. This is the last time it will appear on this report.
Red	The project is experiencing significant delays, potential cost overruns, scope increases or critical failure. Hard deadlines may be missed without the application of additional resources. Cost overruns may exceed 10% in excess of original budget. Immediate corrective action or project re-planning is needed. Projects that have gone red due to planned strategic changes will return to yellow or green once a revised plan is completed.
Yellow	The project is experiencing or in jeopardy of experiencing minor delays, cost over-runs or scope challenges. Hard deadlines can still be achieved, but original goal dates may be missed. Cost may end up 5-10% over original budget

August 2014 ISA Project Summary Report

Green	Project is on time, on budget and/or on scope.
Black	This project has been placed on long term hold, terminated early, or retired

Phase Key	
Initiating	Defining and authorizing the project, including prioritization.
Planning	Develop project scope, schedule and cost estimates. Define the work of the project and how the work will be executed.
Executing	Performing the work of the project according to the scope, schedule and cost baselines established in Planning
Complete	Formal acceptance of the product, service or result

Financial Report

This report describes the financial position of ISA in Expenses and Revenue.

2014 vs. 2013 June Year-to-Date Expenses

<i>Characters</i>	Approved Budget 2014	YTD Spend Jun-14	2014% Spend	YTD Encumbrance Jun-14	2014% Encumbered	YTD Spend Jun-13	2013% Spend
TOTAL EXPENSE	\$31,907,737	\$14,306,459	44.8%	\$25,421,071	79.67%	\$15,123,120	48.5%
Char 1 - Personnel & Fringes	\$3,077,444	\$916,510	29.8%	\$916,510	29.78%	\$1,309,964	37.6%
Char 2 - Supplies	\$150,000	\$26,336	17.6%	\$33,355	22.24%	\$26,779	17.6%
Char 3 - Contractual Services	\$26,562,298	\$11,795,618	44.4%	\$22,857,464	86.05%	\$12,831,108	48.4%
Char 4 - Capital & Equipment	\$2,117,995	\$1,567,995	74.0%	\$1,613,742	76.19%	\$955,269	95.5%

2014 vs 2013 June Year-to-Date Revenue

	Budget 2014	YTD Jun-14	% Collected	Budget 2013	YTD Jun-13	% Collected
TOTAL REVENUE	\$31,445,615	\$12,087,266	38.4%	\$32,656,819	\$14,619,667	44.8%
Chargeback/Pass Through						
City	\$17,061,986	\$7,109,243	41.7%	\$17,630,280	\$7,358,901	41.7%
County	\$11,688,667	\$3,896,225	33.3%	\$12,176,231	\$6,092,297	50.0%
Other (Outside Agencies)	\$500,000	\$136,751	27.4%	\$275,000	\$138,108	50.2%
Telephones						
City	\$1,139,481	\$536,785	47.1%	\$1,343,388	\$447,360	33.3%
County	\$743,481	\$307,218	41.3%	\$919,920	\$508,660	55.3%
Other (Outside Agencies)	\$312,000	\$100,169	32.1%	\$312,000	\$73,003	23.4%
Miscellaneous Revenue	\$0	\$877	0.0%	\$0	\$1,338	0.0%

Current year revenue

Financial Report

This report describes the financial position of ISA in Expenses and Revenue.

2014 vs. 2013 July Year-to-Date Expenses

<i>Characters</i>	Approved Budget 2014	YTD Spend Jul-14	2014% Spend	YTD Encumbrance Jul-14	2014% Encumbered	YTD Spend Jul-13	2013% Spend
TOTAL EXPENSE	\$31,907,737	\$15,810,715	49.6%	\$26,410,672	82.77%	\$17,226,857	55.3%
Char 1 - Personnel & Fringes	\$3,077,444	\$1,076,192	35.0%	\$1,076,192	34.97%	\$1,505,391	43.2%
Char 2 - Supplies	\$150,000	\$33,165	22.1%	\$38,343	25.56%	\$34,575	22.7%
Char 3 - Contractual Services	\$26,562,298	\$13,133,363	49.4%	\$23,423,845	88.18%	\$14,731,597	55.5%
Char 4 - Capital & Equipment	\$2,117,995	\$1,567,995	74.0%	\$1,872,293	88.40%	\$955,294	95.5%

2014 vs 2013 July Year-to-Date Revenue

	Budget 2014	YTD Jul-14	% Collected	Budget 2013	YTD Jul-13	% Collected
TOTAL REVENUE	\$31,445,615	\$15,534,404	49.4%	\$32,656,819	\$17,404,662	53.3%
Chargeback/Pass Through						
City	\$17,061,986	\$8,531,055	50.0%	\$17,630,280	\$8,830,143	50.1%
County	\$11,688,667	\$5,844,338	50.0%	\$12,176,231	\$7,106,983	58.4%
Other (Outside Agencies)	\$500,000	\$148,572	29.7%	\$275,000	\$164,517	59.8%
Telephones						
City	\$1,139,481	\$537,449	47.2%	\$1,343,388	\$558,115	41.5%
County	\$743,481	\$363,110	48.8%	\$919,920	\$582,298	63.3%
Other (Outside Agencies)	\$312,000	\$106,062	34.0%	\$312,000	\$161,207	51.7%
Miscellaneous Revenue	\$0	\$3,819	0.0%	\$0	\$1,399	0.0%

Current year revenue

MBE_WBE_VBE_DOB Report - QTR2 2014

<i>Vendor</i>	<i>\$</i>	<i>Sub-Contract Vendor</i>	<i>MBE_Amt</i>	<i>WBE_Amt</i>	<i>VBE_Amt</i>	<i>DOBE_Amt</i>
ATOs						
			\$0	\$0	\$0	\$0
		Daniels & Associates	\$0	\$15,000	\$0	\$0
		Esource Resources LLC	\$0	\$0	\$12,736	\$0
		Smart I.T. Staffing	\$77,208	\$0	\$0	\$0
		Sondhi	\$75,955	\$0	\$0	\$0
		TechForce Technology Inc.	\$14,368	\$0	\$0	\$0
	\$1,898,449					
Corvee, Inc. d/b/a Dixon Phone Place						
			\$0	\$2,220	\$0	\$0
	\$2,220					
Daniels & Associates						
			\$0	\$1,949,830	\$0	\$0
		Entap	\$39,729	\$0	\$0	\$0
		Guidesoft, Inc dba Knowledge Services	\$0	\$28,556	\$0	\$0
		Smart I.T. Staffing	\$25,536	\$0	\$0	\$0
		Sondhi	\$68,604	\$0	\$0	\$0
	\$2,112,254					
Sondhi						

<i>Vendor</i>	<i>\$</i>	<i>Sub-Contract Vendor</i>	<i>MBE_Amt</i>	<i>WBE_Amt</i>	<i>VBE_Amt</i>	<i>DOBE_Amt</i>
			\$120,000	\$0	\$0	\$0
	\$120,000					
<hr/>						
ZZ - All Other Vendors						
			\$0	\$0	\$0	\$0
	\$190,282					
<hr/>						
<i>Total:</i>	<u>\$4,323,206</u>		<u>\$421,400</u>	<u>\$1,995,606</u>	<u>\$12,736</u>	<u>\$0</u>
			9.75%	46.16%	0.29%	0.00%

Minority Owned Business - MBE = 15%

Women Owned Business - WBE = 8%

Veteran Owned Business - VBE = 3%

Disability Owned Business - DOBE = 1%

MBE_WBE_VBE_DOB Report - YTD QTR 2 2014

<i>Vendor</i>	<i>\$</i>	<i>Sub-Contract Vendor</i>	<i>MBE_Amt</i>	<i>WBE_Amt</i>	<i>VBE_Amt</i>	<i>DOBE_Amt</i>
ATOs						
			\$0	\$0	\$0	\$0
		Daniels & Associates	\$0	\$30,000	\$0	\$0
		Esource Resources LLC	\$0	\$0	\$27,616	\$0
		Smart I.T. Staffing	\$147,380	\$0	\$0	\$0
		Sondhi	\$131,765	\$0	\$0	\$0
		TechForce Technology Inc.	\$28,848	\$0	\$0	\$0
	\$3,377,173					
Corvee, Inc. d/b/a Dixon Phone Place						
			\$0	\$6,514	\$0	\$0
	\$6,514					
Daniels & Associates						
			\$0	\$3,639,028	\$0	\$0
		Entap	\$73,636	\$0	\$0	\$0
		Guidesoft, Inc dba Knowledge Services	\$0	\$57,378	\$0	\$0
		Smart I.T. Staffing	\$39,544	\$0	\$0	\$0
		Sondhi	\$199,464	\$0	\$0	\$0
	\$4,009,049					
Guidesoft, Inc dba Knowledge Services						

<i>Vendor</i>	<i>\$</i>	<i>Sub-Contract Vendor</i>	<i>MBE_Amt</i>	<i>WBE_Amt</i>	<i>VBE_Amt</i>	<i>DOBE_Amt</i>
			\$0	\$2,400	\$0	\$0
	\$2,400					
Matrix Integration			\$0	\$76,239	\$0	\$0
	\$76,239					
Sondhi			\$162,000	\$0	\$0	\$0
	\$162,000					
ZZ - All Other Vendors			\$0	\$0	\$0	\$0
	\$714,703					
<i>Total:</i>	<u>\$8,348,077</u>		<u>\$782,637</u>	<u>\$3,811,558</u>	<u>\$27,616</u>	<u>\$0</u>
			9.38%	45.66%	0.33%	0.00%

Minority Owned Business - MBE = 15%

Women Owned Business - WBE = 8%

Veteran Owned Business - VBE = 3%

Disability Owned Business - DOBE = 1%

Leading the way in Strategic Enterprise-wide Technology

2014 Minority, Women, Veteran & Disability-Owned Business Enterprise

Information Technology Board

July 29, 2014

Ken Clark, Chief Financial Officer

Notes:

Only MBE, WBE, VBE, and DOBE's on the City's certified vendor list are being counted towards this calculation. All MBE, WBE, VBE, and DOBE's not on the list are encouraged to obtain City certification.

ISA thanks our core vendor-partners: Atos and Daniels & Associates, Inc. for their efforts supporting this initiative.

Leading the way in Strategic Enterprise-wide Technology

MBE/WBE/VBE/DOBE Statistics for Quarter 2

➤ Net Character 3 Spending:	\$ 4,323,206
➤ Total Dollars spent with M/W/VBE/DOBE's	\$ 2,429,742
➤ Net M/W/VBE/DOBE %	56.2%
➤ <u>Breakdown:</u>	
• MBE	\$ 421,400 9.75%
• WBE	\$ 1,995,606 46.16%
• VBE	\$ 12,736 .29%
• DOBE	\$ 0 0%

Goal – MBE=15%, WBE=8%, VBE=3%, DOBE=1%

Leading the way in Strategic Enterprise-wide Technology

MBE/WBE/VBE/DOBE Statistics for YTD Quarter 2

➤ Net Character 3 Spending: \$ 8,348,077

➤ Total Dollars spent with M/W/VBE/DOBE's \$ 4,621,811

➤ Net M/W/VBE/DOBE % 55.37%

➤ Breakdown:

MBE	\$ 782,637	9.38%
WBE	\$ 3,811,558	45.66%
VBE	\$ 27,616	.33%
DOBE	\$ 0	0%

Goal – MBE=15%, WBE=8%, VBE=3%, DOBE=1%

Leading the way in Strategic Enterprise-wide Technology

QUESTIONS?

INFORMATION SERVICES AGENCY
200 E. Washington Street, Suite 1942
www.indy.gov
317-327-3100

Quarter Two 2014 Information Technology Board Report

Presented to: Members of the Information Technology Board

Submitted by: Ami Guilfoy, President Local Government Online Indiana
General Manager, IndyGov.Biz
317.233.2381
aguilfoy@logoindiana.com

SECOND QUARTER 2014 PORTAL DASHBOARD

Portal transactions	145,885
EARC Revenue Share	\$41,870
Statutory Fees Collected	\$3,483,104
Average Monthly Account Agreement Holders	1,340
New services deployed	1
Upgrades to existing services deployed	7
Number of proposed applications and new applications in development	10
Number of functional enhancements/changes in development	5

PORTAL HIGHLIGHTS

Development Updates

During April and May 2014, the LoGO Admin and Development Teams continued to work with various agencies on the migration of data to the new CAD Systems in order to maintain access to the data, and continue to provide the public services through the IndyBiz Website.

In April the Development Team updated scripts to ensure Traffic Ticket-Odyssey files are sent to the new JTAC FTP server.

In April the LoGO Development Team worked to integrate PayPal with our services as a payment option, focusing first on the Property Applications. The LoGO Indiana Development Team completed upgrades to the PayPal integration with the Property Application in the UAT/Test environment in May.

The LoGO Development Team worked to update the UNIX and Windows servers to protect against the Heart Bleed Virus.

In May the LoGO Development Team completed updates to the applications for the new mainframe screen. The LoGO Development Team also implemented continuous integration processes to strengthen project communications, decrease application deployment times, and enhance security for our applications.

In April the Development Team met with Verizon to review audit details for the 2014 CyberTrust Certification. The LoGO Development Team completed the deliverables for the Verizon Security Cybertrust Award during the month of May.

The LoGO Indiana Development and Admin Teams worked with the Office of Finance and Management and their vendor, Columbia Ultimate, to complete the integration of LoGO

Indiana's checkout pages and payment processing for the new collections system.

The LoGO Indiana Development and Admin Teams worked with the Department of Code Enforcement to process permits in the test environment for the ongoing Accela 7.3 Upgrade.

The LoGO Development Team completed testing of the LoGO Customer Database migration to a new platform in UAT for enhanced security in May. The LoGO Indiana Development Team worked on adapting the LoGO Customer Database (CDB) in order to upgrade multiple application including; Permits, Property, and Subscriber Online Registration in the UAT/Test environment throughout the month of June. The work is to prepare for the CDB scheduled upgrade in August.

Marketing Updates

The LoGO Indiana Development and Admin Teams updated various applications on the IndyBiz Website with verbiage describing the changes occurring on June 1, 2014 once many applications migrate to new hosting systems. The applications which required updates were: Criminal Court Searches, Probation Payments, Limited Criminal History Searches, Incident Reports and Traffic Ticket Payments.

The Admin Team completed new posters for the Department of Code Enforcement, as well as provided handouts to contractors who attend the monthly contractor orientation.

The Admin Team created a press release with help from Marion Superior Court regarding the Traffic Ticket Rewrite to make the application mobile-friendly. LoGO released it on a regional and national level. The press release was picked up on April 14, 2014 by Business Wire on Yahoo Finance:

<http://finance.yahoo.com/news/marion-county-online-traffic-ticket-110000206.html>.

In May, the LoGO Indiana Admin Team emailed out a Subscriber Newsletter detailing the changes occurring with IndyBiz Website applications and the data available for access. Email notifications were sent out multiple times to ensure the subscribers were well informed prior to the June 1st deadline.

In May the LoGO Indiana Admin Team continued to work with the Department of

Code Enforcement regarding the Cash for Gold Application and gathered additional requirements for application functionality.

The LoGO Admin Team worked with the Indianapolis Metropolitan Police Department to provide training for the Over the Counter (OTC) payment processing system which was implemented in the Citizen Services Office in June.

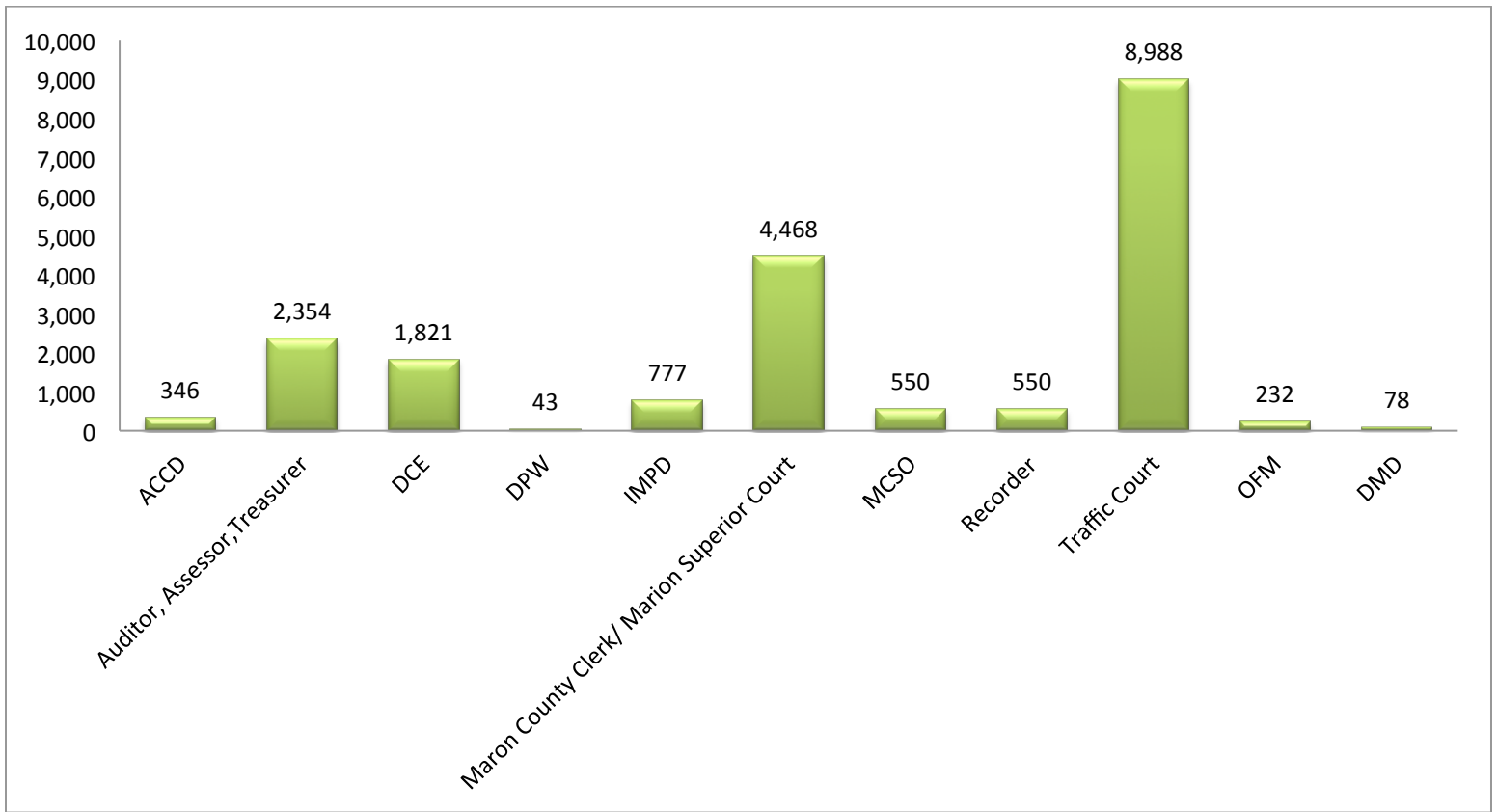
PORTAL FINANCIALS

Description	Quarter Two 2013	Quarter Two 2014	Year-to-Date 2013	Year to Date 2014
Revenues	\$539,089	\$469,905	\$1,098,795	\$872,208
Cost of Revenues	\$56,867	\$51,205	\$111,868	\$90,629
Adjusted Gross Revenue	\$482,222	\$418,700	\$986,927	\$781,579
EARC Revenue Share	\$48,223	\$41,870	\$98,693	\$78,158

During Quarter Two, 145,885 transactions were processed through the Indygov.Biz Portal. The transactions processed resulted in over \$3.4 million deposited back to City/County Agencies in statutory fees and \$41,870 deposited to the Enhanced Access Review Committee Revenue Share Fund. The revenue generated by Incident Reports declined by 60% for Quarter Two compared to the same time last year. This is due to Incident Reports being moved to a new CAD system database and the inability of LoGO to access district records at this time. Civil Court Records continued to show a decline for the second quarter. The move of Criminal Court Records to the Odyssey system in early June is anticipated to show a drastic decrease in revenue over the next few months. Overall Civil and Criminal Court Records show a decrease of 10% compared to Quarter Two 2013.

INSTANT ACCESS TRANSACTIONS BY AGENCY

Quarter Two 2014

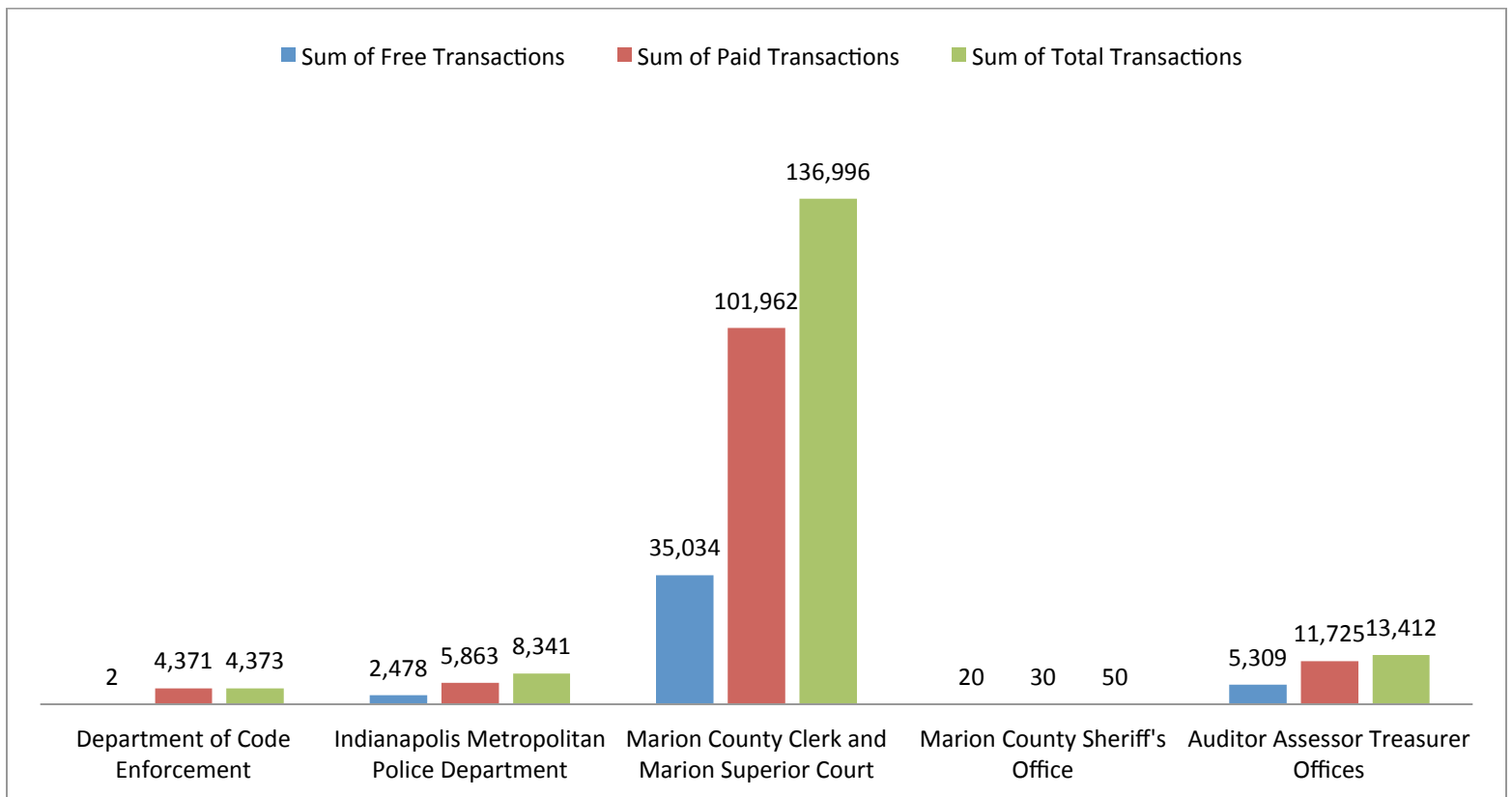


Services by Agency

Agency	Service
ACCD	Over-the-Counter (OTC) and Online Donations
Auditor, Assessor, Treasurer and Lobbyist	Parcel Information, Property Information, Owner History, OTC, Lobbyist Registration
DCE	OTC and Online Permits, ACA payments and Licensing
DCE, IHPC and Planning	Online Document Portal
DPW	OTC and Online STEP payments
IMPD	Auto Desk OTC, Limited Criminal History, Incident Reports
Marion County Clerk/ Marion Superior Court	Civil and Criminal Case Searches, Justice Name Search, Party Booking Details, Financial Judgments, Summons, Tax Warrants & Satisfactions/ Online Probation Fees & Payment Center/Environmental Court OTC
MCSO	Real Estate Listings and Commissary Payments
Recorder	OTC
Traffic Court	OTC and Online Traffic Ticket Payment Application
OFM	OTC Collection Payments
DMD	OTC for DMD

SUBSCRIBER TRANSACTIONS BY AGENCY








Quarter Two 2014











Services by Agency

Agency	Service
Department of Code Enforcement	Online Permits and License Renewal
Indianapolis Metropolitan Police Department	Incident Reports and Limited Criminal History
Marion County Clerk and Marion Superior Court	Party Booking Details, Civil Case Summary, Justice Name Search, Judgment Financials, Summons Services, Tax Warrants, Tax Satisfactions, Criminal Case Summary
Marion County Sheriff's Office	Marion County Real Estate Lists
Auditor, Assessor, and Treasurer Offices	Owner History, Parcel History, Property Report
DCE, IHPC and Planning	DCE/DMD/IHPC- Online Document Portal

ACTIVE PORTAL PROJECTS

Status	Project	Agency	Description	Deliverable	Initial Go Live	Projected Go Live Date	Risks/Issues
Yellow 	Fire Inspection Reports	IFD	Provide Fire Inspection Reports	SOW	Q3	Q4	Access to data from third party vendor ON HOLD
Yellow 	Fire Incident Reports	IFD	Provide Fire Incident Reports	SOW	Q2	Q4	New CAD system June cause delays ON HOLD
Yellow 	Property Card, Deed Transfer Reports and bulk data requests	Assessor	Provide property cards and deed history info online for users	Proposal	TBD	TBD	Ordinance prohibiting the sale of bulk data needs changed. ON HOLD
Yellow 	Online Court Documents	MSC and Clerk	Create and application for users to login online and retrieve court documents.	Proposal	Q3	Q3	None at this time ON HOLD
Yellow 	DPW Garbage Tote Payments	DPW	Provide public facing page to accept credit card/echeck payments for 96 Gallon Totes	Proposal	TBD	TBD	None at this time ON HOLD
Yellow 	DMD/FileNet document access	DMD	Create an online access page to request DMD documents currently stored in FileNet	Proposal	TBD	TBD	Need access to FileNet ON HOLD
Yellow 	Jury Pool Online Application	MSC	Create and application for jury pool candidates to login online and respond to the questionnaire.	Proposal	Q3	Q3	None at this time ON HOLD

Status	Project	Agency	Description	Deliverable	Initial Go Live	Projected Go Live Date	Risks/Issues
Yellow 	Summons/ Subpoena Application	MSC	Create an online application that will allow City/County personnel to logon and verify if they have been summoned to court.	Discovery	TBD	TBD	None at this time ON HOLD
Yellow 	Probation data migration	MSC	Update applications with ability to connect to migrated probation data	Discovery	Q3	Q3	Obtaining access to data ON HOLD
Yellow 	Incident Report data migration	IMPD	Update applications with ability to connect to migrated incident report data	Proposal	Q3	Q3	Obtaining access to data ON HOLD
Yellow 	Limited Criminal History Report data	IMPD	Update applications with ability to connect to migrated limited criminal history report data	Discovery	Q3	Q3	Obtaining access to data ON HOLD
Yellow 	Cash for Gold Registration	IMPD/ DCE	Create an online application where Cash for Gold businesses can register online and IMPD can track for participation	Proposal	Q3	Q3	None at this time ON HOLD
Yellow 	PayPal Integration with Property Applications	Assessor	Add the PayPal payment option to Property Applications	In process	June 1, 2014	June 13, 2014	Additional development requirements from PayPal ON HOLD
Yellow 	Landlord Registration	DCE	Create a landlord registration for DCE	Discovery	TBD	TBD	ON HOLD
Yellow 	TPE Integration with RevQ	OFM	Integrate TPE with RevQ Collection System	In Process	6/23/2014	7/2014	Received account info from RevQ. OFM is working with this vendor to determine a go live date.

COMPLETED PROJECTS/ENHANCEMENTS FOR 2014

Project	Agency	Description	Go Live	Status
Attorney ID Card	Marion Superior Court	Allow attorneys on probation and with temporary admission status to apply for Id cards online.	1/31/2014	Complete
Maintenance and Security Upgrade	LoGO Internal	Failover testing for all .Net and Linux systems to provide a secondary datacenter for our production applications.	1/31/2014	Complete
Criminal Court Searches-Remove prison/jail location description	Marion County Clerk's Office/Marion Superior Court/Marion County Sheriff's Office	Remove the cell block location description to ensure the safety of the inmates and officers.	2/18/2014	Complete
UAT Permit Apps update for City/Cty Network	Department of Code Enforcement	Worked on the Permit and Permit Instant Access UAT Applications to allow access to the City / County Network.	2/28/2014	Complete
Maintenance and Security Upgrade	LoGO Internal	Updated all Oracle Databases to be compliant with Golden Gate.	2/28/2014	Complete
Over-the-Counter Migration to upgraded OTC system	Marion County Recorder	Implement NIC's Over-the-Counter payment solution to replace the legacy LoGO OTC Solution.	3/31/2014	Complete
Traffic Ticket Application rewritten to responsive design	Marion County Clerk/Marion Superior Court	Traffic ticket application rewrite to be mobile-friendly.	3/31/2014	Complete
Maintenance and Security Upgrade	LoGO Internal	LTM/GTM (Local and Global Traffic Managers) upgrades.	3/31/2014	Complete
Maintenance and Security Upgrade	LoGO Internal	.Net applications were updated with the LoGO Indiana Customer Database (CDB) GTM address to maintain communications with CDB for subscriber access.	3/31/2014	Complete
Update Traffic Scripts	Marion Superior Court	Updated scripts to ensure Traffic Ticket Odyssey files are sent to the new JTAC SFTP server.	4/30/2014	Completed
Heartbleed updates	LoGO Internal	Update the UNIX and Windows servers to protect against the Heart Bleed Virus	4/30/2014	Completed
Cybertrust/Verizon Security	LoGO Internal	Completed deliverables for Verizon Security Cybertrust Award	5/30/2014	Completed

Project	Agency	Description	Go Live	Status
Update Criminal Case Search LP	MSC and Clerk	Update the verbiage on the landing pages and internal pages detailing the data info that is available.	5/31/2014	Completed
Update Probation Application LP	MSC	Update the verbiage on the landing pages to direct users where to go to pay their probation payments since the online service is temporarily unavailable.	5/31/2014	Completed
Update Incident Report Application LP	IMPD	Update the verbiage on the landing pages and internal pages detailing the data info that is available.	5/31/2014	Completed
Update Limited Criminal History Application LP	IMPD	Update the verbiage on the landing pages and internal pages detailing the data info that is available.	5/31/2014	Completed
Update Traffic Ticket Payment Application LP	MSC	Remove the image and link to the JUSTUS database for tickets given before 02/2009	5/31/2014	Completed
OTC Payment Processing System	IMPD	Set up OTC for credit card processing at Citizen's Services Desk	6/23/2014	Completed
Commissary data conversion	MCSO	Update applications with ability to connect to migrated commissary data	6/30/2014	Completed
JUSTUS ticket data conversion	MSC	Update applications with ability to connect to migrated JUSTUS data	6/30/2014	Completed

Information Technology Board

Leading the way in enterprise-wide technology

RESOLUTION 14-21

INFORMATION TECHNOLOGY BOARD

Resolution to Appoint Chairperson of the Enhanced Access Review Committee

WHEREAS, Section 285-306 of Code of Consolidated City of Indianapolis/Marion County empowers the chairperson of the Information Technology Board ("IT Board") to appoint members to the Enhanced Access Review Committee and requires the IT Board to approve such appointments; and

WHEREAS, the IT Board wishes to continue the practice of appointing members who represent many offices and viewpoints within City-County government.

NOW, THEREFORE BE IT RESOLVED THAT the chairperson hereby appoints and the IT Board hereby approves the appointment of the following person as a member and the chairperson of the Enhanced Access Review Committee, effective immediately:

Geneva Roembke

Elizabeth L. White, Chairperson
Information Technology Board

Joseph O'Connor, Secretary
Information Technology Board

August 26, 2014

RESOLUTION 14-22

INFORMATION TECHNOLOGY BOARD

Board Resolution to Approve Award of ERP Training Agreement with CherryRoad Technologies, Inc.

WHEREAS, Section 281-212(a)(3) of the Revised Code of the Consolidated City of Indianapolis and Marion County ("Revised Code") empowers the Information Technology Board ("IT Board") to review, approve and administer major information technology contracts; and

WHEREAS, the Information Services Agency ("ISA") issued a request for proposal, RFP 51ISA-6 ("RFP"), seeking a vendor to develop a training program and implement such training for the Consolidated City and County's PeopleSoft Enterprise Resource Planning ("ERP") system; and

WHEREAS, after reviewing the proposals submitted in response to the RFP, the RFP Selection Committee recommends utilizing CherryRoad Technologies, Inc. to develop and implement an ERP training curriculum for an amount not to exceed Six Hundred Thousand Dollars and 00/100 (\$600,000.00) over the course of a two (2) year term.

NOW THEREFORE BE IT RESOLVED, the IT Board authorizes the Chief Information Officer to negotiate and execute all reasonable and necessary documents on behalf of ISA with CherryRoad Technologies, Inc. to develop and implement an ERP training curriculum for an amount not to exceed Six Hundred Thousand Dollars and 00/100 Cents (\$600,000.00) over the course of a two (2) year term.

Elizabeth L. White, Chairperson
Information Technology Board

Joseph O'Connor, Secretary
Information Technology Board

August 26, 2014

RESOLUTION 14-23

INFORMATION TECHNOLOGY BOARD

Resolution to Authorize Agreement with Dell Marketing L.P. to Purchase/Lease Hardware in Accordance with Western States Contracting Alliance Master Price Agreement, Number B27160

WHEREAS, Section 281-212(a)(3) of the Revised Code of the Consolidated City of Indianapolis and Marion County ("Revised Code") empowers the Information Technology Board ("IT Board") to review, approve and administer major information technology contracts; and

WHEREAS, the Information Services Agency ("ISA") recommends utilizing the Western States Contracting Alliance Master Price Agreement, Number B27160, with Dell Marketing L.P. ("Dell") to supply information technology hardware, peripherals and related services to accommodate the enterprise technology needs; and

WHEREAS, ISA recommends utilizing the existing Dell Financial Services leasing agreement to annualize the cost per unit for certain information technology hardware, peripherals and related services.

NOW THEREFORE BE IT RESOLVED, the IT Board authorizes the Chief Information Officer to negotiate and execute all reasonable and necessary documents on behalf of ISA with Dell and Dell Financial Services for the lease and/or purchase of information technology hardware, peripherals and related services, and the IT Board delegates the authority to the Chief Information Officer of ISA to enter into lease schedules totaling an amount not to exceed One Million Eight Hundred Forty Thousand Dollars and Zero Cents (\$1,840,000.00) through December 31, 2014.

Elizabeth L. White, Chairperson
Information Technology Board

Joseph O'Connor, Secretary
Information Technology Board

August 26, 2014

RESOLUTION 14-24

INFORMATION TECHNOLOGY BOARD

Resolution to Approve the Agreement Between the Department of Public Works and Infor Public Sector

WHEREAS, Section 281-223 of the Revised Code of the Consolidated City of Indianapolis and Marion County ("Revised Code") empowers the Marion County Information Technology Board ("IT Board") to approve any information technology contracts funded by the City-County prior to contract execution; and

WHEREAS, on August 27, 2013, the IT Board approved Resolution 13-27, which requires IT Board approval of any information technology contracts greater than or equal to One Hundred Thousand Dollars and Zero Cents (\$100,000.00) and authorizes the Chief Information Officer to approve information technology contracts less than One Hundred Thousand Dollars and Zero Cents (\$100,000.00) without IT Board approval; and

WHEREAS, the Department of Public Works ("DPW") seeks approval to contract with Infor Public Sector to upgrade Hansen 7.7 to Infor Public Sector 8.3; and

WHEREAS, the Information Services Agency recommends approval of the contract with Infor Public Sector to upgrade Hansen 7.7 to Infor Public Sector 8.3.

NOW THEREFORE BE IT RESOLVED, the IT Board authorizes DPW to contract with Infor Public Sector to upgrade Hansen 7.7 to Infor Public Sector 8.3 in an amount not to exceed Three Hundred Ninety Seven Thousand Dollars (\$397,000.00) through July 1, 2016.

Elizabeth L. White, Chairperson
Information Technology Board

Joseph O'Connor, Secretary
Information Technology Board

August 26, 2014

Information Technology Board

Leading the way in enterprise-wide technology

RESOLUTION 14-25

INFORMATION TECHNOLOGY BOARD

Resolution to Approve Disbursal of Enhanced Access Funds to Implement Mass Notification System with Nixle LLC

WHEREAS, Section 285-305(8) of the Revised Code of the Consolidated City of Indianapolis and Marion County ("Revised Code") authorizes the Information Technology Board ("IT Board") to disburse funds from the Enhanced Access Fund ("the Fund"), subject to the appropriation of the City-County Council; and

WHEREAS, Section 135-512 of the Revised Code provides that the Enhanced Access Review Committee ("EARC") shall administer the Fund and shall determine the proper appropriations to be recommended to the City-County Council; and

WHEREAS, the Indianapolis Metropolitan Police Department and Marion County Sheriff's Office requested the EARC approve an expenditure from the Fund for costs to implement a Mass Notification System ("MNS") provided by Nixle LLC; and

WHEREAS, the EARC unanimously approved disbursement of an amount not to exceed Seventy Thousand Dollars and 00/100 (\$70,000.00) from the Fund to cover the cost of the MNS implementation provided by Nixle LLC.

NOW THEREFORE BE IT RESOLVED, the IT Board authorizes the Marion County Treasurer to disburse, subject to appropriation by the City-County Council, an amount not to exceed Seventy Thousand Dollars and 00/100 Cents (\$70,000.00) from the Fund to reimburse the Information Services Agency for expenditures associated with the MNS implementation provided by Nixle LLC.

Elizabeth L. White, Chairperson
Information Technology Board

Joseph O'Connor, Secretary
Information Technology Board

August 26, 2014



Indianapolis



Information Services Agency (ISA) IT Transformation Checkpoint

Tim Cullen
Account Executive

Ben Eble
Senior System Engineer

Chris Littrell
Data Protection Account Executive

Michael Oglesby
Data Protection Senior Systems Engineer



Previous Storage Challenges & Business Objectives

Challenges

- Critical applications experiencing downtime due to performance scalability
- Siloed islands of storage resulting in data center inefficiencies
- Dissatisfaction from City-County Departments whose needs were not being met
- Aging technology that was not setting the City-County up for sustainability, flexibility and growth

Business Objectives

- Additional capacity and performance to meet pent up demand
- Include capacity for 5+ years of growth based on 300GB per week growth rate
- Have storage available for our Departments so we are no longer the bottlenecks to their projects
- Avoid unplanned out of space conditions which resulted in outages in the past
- Sustain a 10+ year architecture life to allow incremental investments instead of forklift replacements
- Flexible and expandable to accommodate City-County business change and growth

Storage Comparison

Previous Platforms

	Capacity Allocated (TB)	IOPS-Avg	IOPS-Peak
NetApp 1	63	3,695	7,056
NetApp 2	32	3,549	4,850
CLARiiON 1	28	924	3,167
CLARiiON 2	9	5,414	9,737
Total:	132	13,582	24,810

Current Platforms

	Capacity Allocated (TB)	IOPS- Avg	IOPS- Peak
VMAX	56	8,043	15,222
Isilon	286	N/A	N/A
Total:	342	8,043	15,222

Capacity Utilization Forecast

- Storage capacity increase
 - Old environment contained 132TB of capacity
 - Current environment contains 540TB of capacity
 - Sustains 300GB/week organic growth and all for new projects
- Isilon – 340TB Usable Capacity
 - 84% Utilized
 - Approximately 54TB Usable Available
- VMAX – 200TB Usable Capacity
 - 28% Utilized
 - Approximately 144TB Usable Available
- BRS – 265TB Usable Capacity
 - 93TB Logical Front End Server Capacity Used
 - 27:1 Data Reduction Ratio
- Solution Will Sustain Expected Growth for 5+ years

Capacity Projections for 5 Years of Growth

Storage Capacity Growth						
Year	2013	2014	2015	2016	2017	2018
Planned Capacity Required	132TB	342TB	358TB	374TB	390TB	406TB
Additional Capacity Available for Unplanned Growth	318TB	198TB	182TB	166TB	150TB	134TB

Architecture Scalability – Structured Data

	Existing	Maximum	Scalability Factor
Drives	396	2,400	6x
Controllers	4	16	4x

* Architecture has the ability to scale over 400%

Architecture Scalability – Unstructured Data

Primary	Existing	Maximum	Scalability Factor
Drives	288	5,184	18x
Nodes	8	144	18x

Secondary	Existing	Maximum	Scalability Factor
Drives	180	5,184	18x
Nodes	5	144	18x

* Architecture has the ability to scale 1,800%

Today's Storage Results

Centralization

- By leveraging industry leading technologies, the City-County's infrastructure was consolidated, streamlined and centralized for management, performance and cost awareness

Improved SLA's to the agencies

- The new infrastructure enabled the ISA to pro-actively work with customers to meet their needs and solved the performance challenges presented by application growth

Purpose built solutions

- Addressing all types of data with the appropriate technologies provides a long term, protected investment

Flexibility & Reporting

- The EMC solution enabled a deeper level of reporting to assist with challenges like capacity planning, bottle neck remediation, etc.

Scalability

- The EMC solution created a foundation for scale and future project enablement such as BYOD and the City-County's virtualization journey

Previous Data Protection Challenges

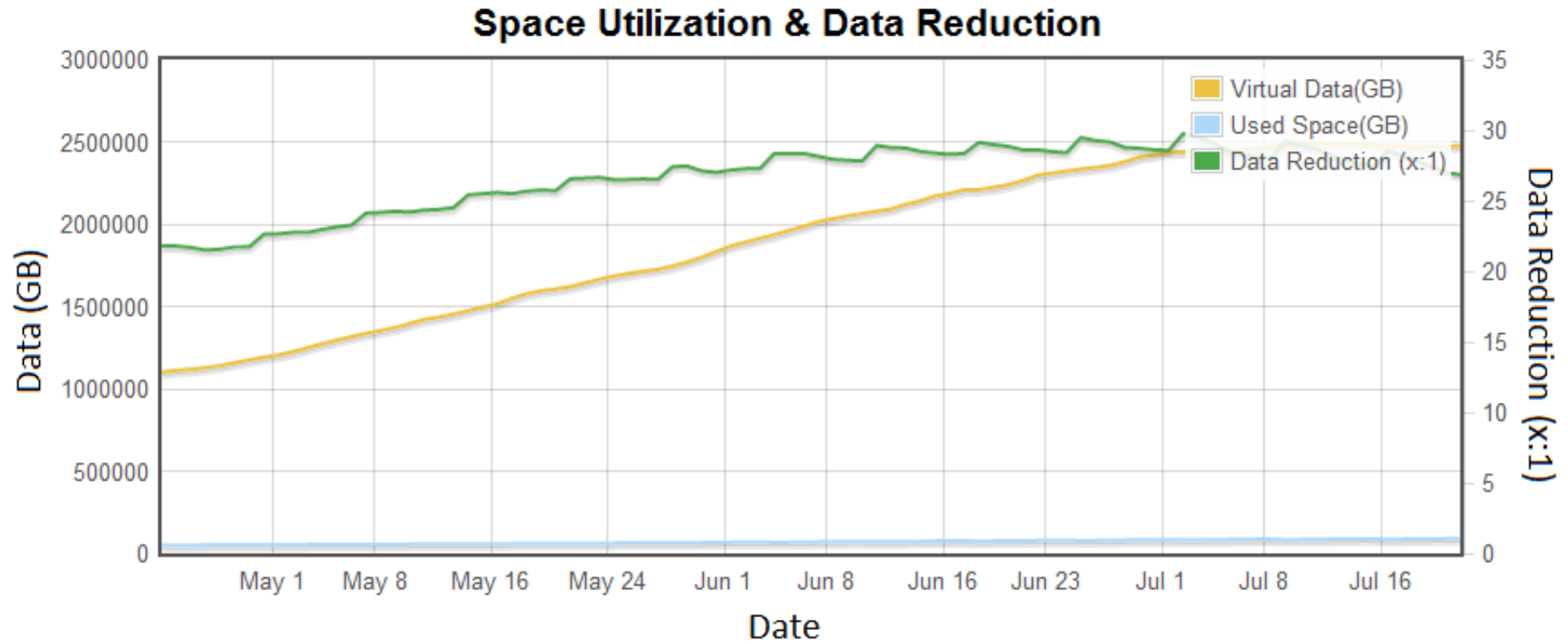
- There was an eight week lead time on restore requests which exceeded acceptable service level agreements (SLA's)
- Disaster recovery testing proved unreliable and exceeded the recovery time objective
- Data loss from failed tapes and unprotected data was a cause for concern
- Backups were running 24 hours putting the business at risk for data loss
- The desired retention period was not being met due to infrastructure limitations
- The environment lacked detailed reporting for analysis and trending, which made troubleshooting difficult

EMC Data Protection – Data Domain

Hostname	General				
	Model	Serial	DD OS	Uptime	Last Asup
eddpp01.indyad.local	dd990	2FA1748069	5.2.1.0-331816	245 days 07:49	07/21/2014 all
eddpp99.indyad.local	dd990	2FA1748070	5.2.1.0-331816	128 days 18:44	07/21/2014 all

Overall				Last 7 Days		Last 24 Hours	
Virtual GiB	Actual GiB	% Capacity	Reduction (x:1)	Virtual GiB	Reduction	Virtual GiB	Reduction
2479445.5	92351.9	32.0%	26.85x	238719.8	31.33x	31893.9	31.01x
2479627.5	92356.4	32.0%	26.85x	238514.5	31.30x	30741.3	31.72x

EMC Data Protection - Deduplication



Current Data Protection Results

- Excellent deduplication rates of 27:1
 - 2.4PB stored in 93TB
- The solution is on track to meet the project objectives and timelines
- All backups completed within a 9 hour window
- 50% of backups are completed within 1 hour
- All backups available on disk for immediate restore & faster SLA's
- Excellent backup throughput and performance
- All daily backups replicated offsite for improved recovery times
- Tape is no longer being used for operational backup and recovery
- All data continuously verified to insure recoverability

EMC²®

ISA CONTRACT REPORT <\$100,000

2014

Date	Dept.	Description	Vendor	Annual \$ Amount	Total \$ Amount	Funding Department or Chargeback	MBE/ WBE	Notes
01/03/14	ISA	Server Maintenance & Support	Service Express	\$ 16,824.00	\$ 75,000.00	ISA	No	Maintenance
01/13/14	ISA	Gartner IT Executive CIO Membership	Gartner Inc.	\$ 78,200.00	\$ 78,200.00	ISA	No	Service
01/13/14	OCC	Document Management System	Interwoven, Inc.	\$ 3,150.00	\$ 12,600.00	ISA	No	License/Support
02/10/14	OFM	Revenue Results SW License	Columbia Ultimate	\$ 30,400.00	\$ 30,400.00	ISA	No	License/Support
03/04/14	ISA	Support Services for ISA Technical Staff	Micorsoft Corporation	\$ 49,880.00	\$ 49,880.00	ISA	No	Service
03/13/14	IMPD	i2 Crime Software License & Maintenance	IBM	\$ 20,461.72	\$ 53,726.52	ISA	No	License/Support
03/20/14	ISA	Xenapp Presentation Server License	Citrix	\$ 20,850.00	\$ 20,850.00	ISA	No	License/Support
03/31/14	ISA	Daeja Viewer	Berkheimer Onesource	\$ 4,208.75	\$ 8,417.50	ISA	No	License/Support
04/02/14	ISA	Kofax Software & Maintenance	Berkheimer Onesource	\$ 30,328.68	\$ 60,062.68	ISA	No	License/Support
04/10/14	IMPD	WINACE	Software Techniques	\$ 11,745.00	\$ 35,235.00	ISA	No	License/Support
04/17/14	ISA	Bronze level support Syncsort BEX data protection	Catalogic Software	\$ 18,666.00	\$ 18,666.00	ISA	No	License/Support
04/23/14	ISA	Quest Reporter	DLT Solutions	\$ 6,300.00	\$ 6,300.00	ISA	No	License/Support
04/23/14	ISA	OptiView Network Monitoring Tablet	Matrix Integration	\$ 3,695.00	\$ 3,695.00	ISA	WBE	Maintenance
05/14/14	ISA	CBM Archives Company	CBM Fingerprint Storage	\$ 59,848.63	\$ 236,597.24	ISA	No	License/Support
05/16/14	ISA	IQ Quarum Software maintenance & support	Lockheed Martin	\$ 16,608.30	\$ 48,721.30	ISA	No	License/Support
05/30/14	ACC	Chameleon Kennel Management System software	HLP, Inc.	\$ 11,520.00	\$ 23,040.00	ISA	No	License/Support
05/30/14	ASSESSOR	Apex Sketch Software Maintenance Renewal	Apex Software	\$ 4,350.00	\$ 8,400.00	ISA	No	License/Support
06/03/14	DCE	Imaging Office Systems	Microfilm, Paper Scanner SW	\$ 2,000.00	\$ 6,112.02	ISA	No	License/Maintenance